



**CHILD CARE DIVISION  
MINISTRY OF SOCIAL AND FAMILY DEVELOPMENT**

# **STUDENT CARE CENTRE NETWORK**

## **User Manual Version 3**

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## I) Introduction

We have enhanced the Student Care Centre Network (SCCN) to provide for a better one-stop information service on student care centre (SCC) to our customers. The online search function of the SCCN will now display more information on the centres. This portal will enable parents to have more information on the student care centre.

The portal, *Student Care Centre Network* -

<http://www.childcarelink.gov.sg/studentcare/home/login.jsp> is available 24/7. The portal has several features which will help the SCC operators in their daily operations and updating the Ministry on the:

- a. Centre Particulars
- b. Centre Enrolment
- c. Food Particulars
- d. PES Submission
- e. Incidental Charges
- f. SCC Parent Organisation
- g. Outbreak of Disease

## User Guide Version 3.0

This user guide, version 3.0, will provide you with instructions on how to log into the *Student Care Centre Network*, to submit information on centre particulars, current enrolment as well as the returns you have obtained in conducting the PES for your centre.

## II) Operator login/ Applying for Key User Access

SCC operators or person authorised to submit the application on behalf of the parent organisation are supposed to log on <http://www.childcarelink.gov.sg> for key user access. Please click on the “Application for Student Care Centre User Access” under “Quick Links for Operators”.

To apply for SCC Key User Access, you will need to login to CCLS using your SingPass. If you do not have a SingPass, please apply for your SingPass at <https://www.singpass.gov.sg/sppubsvc/req1.html> or contact the CPF Call Centre at Tel: 1800-227-1188(local)/65-62271188(overseas) for assistance. Please also have available your Registry of Society (ROS) or Accounting & Corporate Regulatory Authority (ACRA) number before applying for the Key User Access.

If you encounter any problems using this portal, please email us at [www.childcarelink.gov.sg/studentcare](http://www.childcarelink.gov.sg/studentcare) or contact us at: 6258 5812.

[Home](#) | [About Us](#) | [Services](#) | [Calendar Of Events](#) | [Publications](#) | [Useful Links](#)



### Key User Access Application

**Login For Operators** [Logout](#)

[Child Care Centres](#)

[Parents](#)

[Setting Up a Centre](#)

[Bulletin](#)

[FAQs](#)

**Influenza A H1N1 UPDATES**

#### CREATE/REVOKE KEY USER ACCESS IN CHILD CARE LINK

This form will take you about 3 minutes to complete. Please allow 3 working days for processing your application.

I, the undersigned\*, on behalf of all the operator(s) for the following Student care centre:

Type of Access: Student Care Centre

Centre Type:  Private  WWO

UEN 

I hereby authorise MCYS to create KEY USER access for the following staff to have access to the records of the above-mentioned child care centre / student care centre.

I hereby authorise MCYS to revoke KEY USER access for the following staff from the above-mentioned child care centre / student care centre.

#### Key User Details

Effective Date  (dd/mm/yyyy)

Name  NRIC / UIN / FIN \*\*

Designation  Email Address

Please fill in the required information. You will be notified of the outcome of your application via email within 3 working days. Please note that SCC Key User is the authorised person from the parent organisation who has been appointed for access to all modules in SCCN.

## II) To create sub-user access for SCCN by SCC Key User

- i) Select User Role as **Student Care Key User**
- ii) Go to **Masters List** and select **User Master for SCC**
- iii) Click on “Add” button to add new sub-user role and submit new sub-user NRIC ID, e.g: S1234567X

Child Care Link

MSF

Child Care Link

Masters List

User Master for SCC

SCC User Access Permission

Student Care Centre Particulars

Switch Role

Logout

Back to Home

User Master

Note: The fields marked \* are mandatory

User Id	<input type="text"/>		
User Name	<input type="text"/>		
Organisation	<input type="text"/> - click here -		
Centre Name	<input type="text"/> - click here -		
User Status	<input checked="" type="radio"/> Active <input type="radio"/> Inactive		
Designation	<input type="text"/> - click here -		
Contact No.	<input type="text"/>		
Email Id	<input type="text"/>		
Fax No.	<input type="text"/>		
Date Valid From	<input type="text"/> (e.g. 20/11/2000)		
Date Valid To	<input type="text"/> (e.g. 20/11/2000)		

List of Roles

S.No.	Select Role	Role	Valid From (e.g. 20/11/2000)	Valid To (e.g. 20/11/2000)
1.	<input type="checkbox"/>	Student Care Sub User	<input type="text"/>	<input type="text"/>

Submit    Reset    Cancel

If you encounter any problem with the e-Service, please contact us at 1800-2585812, or [email us](#).

- iv) Go to **User Master for SCC** listing page to verify that Sub-User has been added successfully.
- v) To revoke Sub-User’s access, the Key User will need to go to **SCC User Access Permission**, click on query hyperlink where all Sub-Users will be displayed. Click on Sub-User to be removed, select the delete checkbox and click “Submit”.

## III) Centre Enrolment & Student Care Fee Assistance Scheme (as at January)

This webpage allows centres to key in their enrolment as at 1<sup>st</sup> January. Centres are required to update the Ministry of their January’s enrolment yearly, by end of January.

### How To Update MSF On Your Centre’s Enrolment As At January:

- 1) After you have logged in, you will see the following print-screen.
- 2) Select the “Year” of the enrolment figures that you are required to update the Ministry.
- 3) Enter the enrolment figures according to the different levels (e.g. Primary 1, Primary 2, etc) under the “AM” and “PM” columns. The system will automatically add your entries in both columns and provide the “Total” for you, as shown.

**Student Care Centre Network**

**Enrolment and Student Care Fee Assistance Scheme**

- [Centre's Enrolment as at January](#)

**Programme Evaluation System (PES)**

- [Table 1 - Centre's Enrolment as at July](#)
- [Checklist](#)
- [Client Satisfaction Survey \(Parents\)](#)
- [Client Satisfaction Survey \(Students\)](#)
- [View Completed PES Submissions](#)

[Exit Survey](#)

### Centre Enrolment

Centre Code	A00021		
Centre Name	UWW Student Care Centre		
Enrolment as at <b>2</b>	Month : January Year <b>2007</b>		
Age Group	Enrolment		Total
	AM	PM	
Primary 1	0	13	13
Primary 2	2	0	2
Primary 3	0	4	4
Primary 4	5	1	6
Primary 5	0	0	0
Primary 6	0	0	0
Secondary 1	0	0	0
Secondary 2	0	0	0
Child with Special Needs	0	0	0
Others, please specify <input type="text"/>	0	0	0
Total	7	18	25

Administrator of Student Care Fee Assistance Scheme (SCFA) by <input checked="" type="radio"/> Yes <input type="radio"/> No		
Community Development Council (CDC) & MCYS Number of Students receiving SCFA <b>5</b>		
Average Monthly Student Care Programme Fee (without GST) <b>\$180.00</b>		
Please share with us the schools where your student care children are attending.		
<a href="#">Assign All</a>   <a href="#">Clear All</a>   <a href="#">Delete</a>   <a href="#">Add</a>		
<b>S/N</b>	<b>School Name</b>	<a href="#">Delete</a>
No records found.		
<a href="#">Submit</a> <a href="#">Reset</a>		<a href="#">Up</a>

If you encounter any problem with the e-Service, please contact us at 1800-2585812, or [email us](#).

- Click "Yes" if your centre administers the Student Care Fee Assistance Scheme (SCFA) by the Community Development Councils (CDC). Enter the number of children who are receiving the SCFA. Click "No" if your centre does not administer SCFA.
- Enter the average monthly fees (up to 2 decimal places) that your centre is currently charging.

If you enter more than 2 decimal places, the system will prompt you with the following error message, "Please enter a number with up to 2 decimal places for Average Monthly Student Care Programme Fee (without GST)".

This amount should be before GST and is not inclusive of any student care fee assistance (SCFA) or any additional financial assistance that the centre is providing.

#### How to Calculate Your Average Monthly Fees:

If your centre has a few fee structures, add up all the fees and divide by the number of fee structures to obtain the average fees.

*Example:*

*A centre has the following monthly fee structures: Primary 1-3, \$150 and Primary 4-6, \$200.*

*Add up both the two fees and divide by two (fee structures) to obtain the average fee.  
i.e. (\$150+\$200)/2 = \$175*

#### How To Share With Us The Schools Where Your Centre Children Are Attending:

- 6) Click “Add” and you will be prompted to enter the name of the primary school(s) that your centre children are attending. Centre is allowed to enter up to 6 schools each time, limited to a total entry of 20 schools. Please enter only names of schools where the majority of your centre children are attending.
- 7) Click “Save” to capture the data keyed in and you will receive this message, “*Changes Made Successfully*” at the top of the enrolment table.

You are reminded to click “Save” in order to enter the school name(s) into the system. The names of the schools will next be sorted automatically by alphabetical order. If there is a duplicate entry of school name, the system will prompt you with the following error message, “*This school information – [name of school] is already available. Please re-enter the School Name*”.

7

Please share with us the schools where your student care children are attending.

[Assign All](#) | [Clear All](#) | [Delete](#) | [Add](#) **6**

Please enter the name of the school below.

You can add up to 6 schools at one time, limit to a total entry of 20 school's names.

You are reminded to click "Save" button to capture the school's name that was being entered.

S/N	School Name	Delete
No records found.		
1	WXY Primary School	
2	ABC Primary School	
3	OPQ Primary School	
4	XYZ Primary School	
5		
6		

**7**



8) To delete a previous entry of the school name, check the box beside the school name and click “Delete”. If the changes have been successfully captured, you will receive this message, “Changes Made Successfully” at the top of the enrolment table.

8 Please share with us the schools where your student care children are attending.

S/N	School Name	Delete
1	ABC Primary School	<input checked="" type="checkbox"/>
2	OPQ Primary School	<input type="checkbox"/>
3	WXY Primary School	<input type="checkbox"/>
4	XYZ Primary School	<input type="checkbox"/>

Assign All | Clear All | **Delete** | Add

Submit | Reset

If you encounter any problem with the e-Service, please contact us at 1800-2585812, or [email us](#).

9) Click “Assign All” to select all the entries of the school names for deletion and click “Clear All” to uncheck all the entries.

10) Click “Reset” to undo all the fields back to its original value before any changes. Click “Submit” to send the data that was keyed in to MSF and you will receive this message, “Changes Made Successfully” at the top of the enrolment table.

9 Please share with us the schools where your student care children are attending.

S/N	School Name	Delete
1	OPQ Primary School	<input checked="" type="checkbox"/>
2	WXY Primary School	<input checked="" type="checkbox"/>
3	XYZ Primary School	<input checked="" type="checkbox"/>

**10** Assign All | Clear All | **Delete** | Add

Submit | Reset

If you encounter any problem with the e-Service, please contact us at 1800-2585812, or [email us](#).

**Note:**

The system will display the enrolment details if the centre had previously submitted for that particular month / year. It will only allow centre to overwrite the existing enrolment details for the current month / year enrolment but not for previous month / year entries. Hence, if centre wish to update the enrolment details for previous month / year, the system will prompt the centre that “Enrolment records already exist” and it will not overwrite the existing enrolment records.

11) Please note that Sub-Users are only allowed to update centre enrolment data and **Save** the data. Verification of Centre enrolment and Submission of the data will have to be made by the Key User.

## IV Programme Evaluation System

The Programme Evaluation System (PES) was launched by the Ministry of Community Development, Youth and Sports in January 2003 as a self evaluation tool for the Student Care Centres (SCC), operated by the Voluntary Welfare Organisations (VWO).

The PES helps the SCC operators to monitor how well their programmes have contributed to the developmental needs of the children under their care. It also helps the operators to measure parents' level of satisfaction towards their services.

The PES is based on the Logic Model. The components of the PES-Logic Model are listed in *Annex A*. The PES survey comprises three checklists:

- a. Centre's observations of child's behaviour in terms of school work and peer relationships,
- b. Parents' Satisfaction Survey as well as
- c. Students' Satisfaction Survey.

### A) Checklists Collation

There are three checklists for the operators to gather feedback on. These checklists are to be conducted for children who have attended the SCC for ***at least 6 months*** at the point of assessment. Centres do not need to conduct PES for children with special needs.

S/N	Type of Document	Objectives	Annex
1	Table 1 - Centre's Enrolment as at July <i>(completed by supervisor / staff)</i>	- To obtain basic information on the SCC (e.g. enrolment, SCFA, fees, etc).	B
2.1	Checklist <i>(completed by staff and children working together)</i>	- To assess the children's behaviour and attitude towards school work  - To assess the children's level of social interaction	C
2.2	Observational Checklist <i>(completed by supervisor / staff)</i>	- To consolidate the assessment of all children over the same one year period	C1
3.1	Parent Feedback Form <i>(completed by parents)</i>	- To obtain the frank feedback from parents using the centre's services	D
3.2	Client Satisfaction Survey (Parents) <i>(completed by supervisor / staff)</i>	- To consolidate the feedback given by all parents over the same one year period	D1
4.1	Student Feedback Form <i>(completed by children)</i>	- To obtain the frank feedback from students using the centre	E
4.2	Client Satisfaction Survey (Students) <i>(completed by supervisor / staff)</i>	- To consolidate the feedback given by all students in the centre over the same one year period	E1

Term	Meaning
Always	Occurs every day
Often	Occurs on 4 days out of 5
Occasionally	Occurs on 2 or 3 days out of 5
Seldom	Occurs on 1 day out of 5
Never	No Occurrence

## The implementation timeline for PES is as follows:

- Conduct PES Survey : July - September
- Collation of Result & On-line Submission : October – February  
\*(to also declare your enrolment as at July)

Once you have completed collating all the checklists, you may then proceed to log into the Student Care Centre Network to submit the findings on-line.

### B) Table 1 - Centre's Enrolment as at July

This webpage allows you to key in the centre's enrolment as at 1<sup>st</sup> July.

#### How to Update MSF on Your Centre's Enrolment as at July:

- 1) After you have logged in, you will see the print-screen below.
- 2) Select the “Year” of the enrolment figures that you are required to update the Ministry.
- 3) Enter the enrolment figures according to the different levels (E.g. Primary 1, Primary 2, etc) under the “AM” and “PM” columns. The system will add your entries in both columns and provide the “Total” for you.

Terms and Conditions | Help

**Student Care Centre Network**

**Enrolment and Student Care Fee Assistance Scheme**

- [Centre's Enrolment as at January](#)

**Programme Evaluation System (PES)**

- [1. Table 1 - Centre's Enrolment as at July](#)
- [2. Checklist](#)
- [3. Client Satisfaction Survey \(Parents\)](#)
- [4. Client Satisfaction Survey \(Students\)](#)
- [5. View Completed PES Submissions](#)

[Exit Survey](#)

**Centre Enrolment**

Centre Code	A00021		
Centre Name	UVW Student Care Centre		
Enrolment as at	<span style="border: 1px solid black; border-radius: 50%; padding: 2px 5px;">2</span> <span style="border: 1px solid black; border-radius: 5px; padding: 2px 10px; margin-left: 10px;">Month : July Year : 2007</span>		
Age Group	Enrolment		Total
	AM	PM	
Primary 1	12	10	22
Primary 2	5	15	20
Primary 3	10	10	20
Primary 4	0	4	4
Primary 5	0	2	2
Primary 6	1	2	3
Secondary 1	0	1	1
Secondary 2	0	0	0
Child with Special Needs	0	0	0
Others, please specify <input style="width: 100px; height: 20px; border: 1px solid black; border-radius: 5px; padding: 2px; margin-bottom: 5px;" type="text"/>	0	0	0
Total	28	44	72

Administrator of Student Care Fee Assistance Scheme (SCFA) by Community Development Council (CDC) & MCYS	<input checked="" type="radio"/> Yes <input type="radio"/> No <span style="border: 1px solid black; padding: 2px;">5</span>	
Average Monthly Student Care Programme Fee (without GST)	<span style="border: 1px solid black; padding: 2px;">\$ 180.00</span>	
<b>Please share with us the schools where your student care children are attending.</b>		
<a href="#">Assign All</a>   <a href="#">Clear All</a>   <a href="#">Delete</a>   <a href="#">Add</a>		
<b>S/N</b>	<b>School Name</b>	<b>Delete</b>
No records found.		

**Submit** **Reset**



*If you encounter any problem with the e-Service, please contact us at 1800-2585812, or [email us](#).*

- 4) Click “Yes” if your centre administers the Student Care Fee Assistance Scheme (SCFA) by the Community Development Council (CDC). Enter the number of children receiving the SCFA. Click “No” if your centre is not a SCFA administrator.
- 5) Enter the average monthly fees (up to 2 decimal places) that your centre is currently charging.

If you enter more than 2 decimal places, the system will prompt you with the following error message, “*Please enter a number with up to 2 decimal places for Average Monthly Student Care Programme Fee (without GST)*”. This amount should be before GST and is not inclusive of any Student Care Fee Assistance (SCFA) or any additional financial assistance that the centre is providing.

#### How to Calculate Your Average Monthly Fees:

If your centre has a few fee structures, add up all the fees and divide by the number of fee structures to obtain the average fees of the centre.

*Example:*

*A centre charges the following fees: Primary 1-2, \$250; Primary 3-4, \$200 and Primary 5-6, \$150.*

*Add up all three fees and divide by three (fee structures) to obtain the average fees.  
i.e.  $(250+200+150)/3 = \$200$*

## **How to Share with us the Schools Where Your Student Care Children Are Attending:**

6) Click “Add” and you will be prompted to enter the name of the primary school(s) that your centre children are attending. Centre is allowed to enter up to 6 schools each time, limited to a total entry of 20 schools. Please enter only names of schools where the majority of your centre children are attending.

**Please share with us the schools where your student care children are attending.**

[Assign All](#) | [Clear All](#) | [Delete](#) | [Add](#) 6

Please enter the name of the school below.  
You can add up to 6 schools at one time, limit to a total entry of 20 school's names.  
You are reminded to click "Save" button to capture the school's name that was being entered.

7  

S/N	School Name	Delete
No records found.		
1	WXY Primary School	
2	ABC Primary School	
3	OPQ Primary School	
4	XYZ Primary School	
5		
6		



*If you encounter any problem with the e-Service, please contact us at 1800-2585812, or [email us](#).*

7) Click “Save” to capture the data keyed in and you will receive this message, “Changes Made Successfully” at the top of the enrolment table.

You are reminded to click “Save” in order to enter the school name(s) into the system. The names of the schools will next be sorted automatically by alphabetical order. If there is a duplicate entry of school name, the system will prompt you with the following error message, “This school information – [name of school] is already available. Please re-enter the School Name”.

8) To delete a previous entry of the school name, check the box beside the school name and click “Delete”. If the changes have been successfully captured, you will receive this message, “Changes Made Successfully” at the top of the enrolment table.

**Please share with us the schools where your student care children are attending.**

[Assign All](#) | [Clear All](#) | [Delete](#) | [Add](#) 9

S/N	School Name	Delete
1	OPQ Primary School	<input checked="" type="checkbox"/>
2	WXY Primary School	<input checked="" type="checkbox"/>
3	XYZ Primary School	<input checked="" type="checkbox"/>

10



*If you encounter any problem with the e-Service, please contact us at 1800-2585812, or [email us](#).*

- 9) Click “Assign All” to select all the entries of the school names for deletion and click “Clear All” to uncheck all the entries.
- 10) Click “Reset” to undo all the fields back to its original value before any changes. Click “Submit” to send the data that was keyed in to MSF and you will automatically proceed to the next portion of the PES submission -“Checklist: Child’s Attitude Towards School Work & Positive Peer Relationships”.

**Note:**

*The system will display the enrolment details if the centre had previously submitted for that particular month / year. It will only allow centre to overwrite the existing enrolment details for the current month / year enrolment but not for previous month / year entries. Hence, if centre wish to update the enrolment details for previous month / year, the system will prompt the centre that “Enrolment records already exist” and it will not overwrite the existing enrolment records.*

## C) Checklist - Centre’s Observational Checklist

This webpage will allow you to inform MSF on the number of checklist(s) which your centre has received and the results for each observation. Please note that the Sub-user can only update the data and Saved the data. Verification and submission of data will have to be made by the Key User.

### **How to Submit Your Returns on the Centre’s Observational Checklist:**

- 1) Enter the number of checklist(s) completed. The “Number of checklists completed” field cannot be left blank or you will receive an error message, “Number of checklist cannot be blank”.
- 2) Collate all the checklists and key in the percentages for the different observations (up to 2 decimal places).

#### I. PES Submission - Centre

Student Care  
Centre Network

Enrolment and  
Student Care Fee  
Assistance Scheme

Centre's Enrolment  
as at January

Programme  
Evaluation System  
(PES)

1. Table 1 - Centre's  
Enrolment as at July

2. Checklist

3. Client Satisfaction  
Survey (Parents)

4. Client Satisfaction  
Survey (Students)

5. View Completed PES  
Submissions

Exit Survey

6. View Completed PES  
Submissions

7. View Completed PES  
Submissions

8. View Completed PES  
Submissions

9. View Completed PES  
Submissions

10. View Completed PES  
Submissions

11. View Completed PES  
Submissions

12. View Completed PES  
Submissions

13. View Completed PES  
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100. View Completed PES  
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103. View Completed PES  
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104. View Completed PES  
Submissions

105. View Completed PES  
Submissions

106. View Completed PES  
Submissions

107. View Completed PES  
Submissions

108. View Completed PES  
Submissions

109. View Completed PES  
Submissions

110. View Completed PES  
Submissions

111. View Completed PES  
Submissions

112. View Completed PES  
Submissions

113. View Completed PES  
Submissions

114. View Completed PES  
Submissions

115. View Completed PES  
Submissions

116. View Completed PES  
Submissions

117. View Completed PES  
Submissions

118. View Completed PES  
Submissions

119. View Completed PES  
Submissions

120. View Completed PES  
Submissions

121. View Completed PES  
Submissions

122. View Completed PES  
Submissions

123. View Completed PES  
Submissions

124. View Completed PES  
Submissions

125. View Completed PES  
Submissions

126. View Completed PES  
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127. View Completed PES  
Submissions

128. View Completed PES  
Submissions

129. View Completed PES  
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130. View Completed PES  
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131. View Completed PES  
Submissions

132. View Completed PES  
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133. View Completed PES  
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134. View Completed PES  
Submissions

135. View Completed PES  
Submissions

136. View Completed PES  
Submissions

137. View Completed PES  
Submissions

138. View Completed PES  
Submissions

139. View Completed PES  
Submissions

140. View Completed PES  
Submissions

141. View Completed PES  
Submissions

142. View Completed PES  
Submissions

143. View Completed PES  
Submissions

144. View Completed PES  
Submissions

145. View Completed PES  
Submissions

146. View Completed PES  
Submissions

147. View Completed PES  
Submissions

148. View Completed PES  
Submissions

149. View Completed PES  
Submissions

150. View Completed PES  
Submissions

151. View Completed PES  
Submissions

152. View Completed PES  
Submissions

153. View Completed PES  
Submissions

154. View Completed PES  
Submissions

155. View Completed PES  
Submissions

156. View Completed PES  
Submissions

157. View Completed PES  
Submissions

158. View Completed PES  
Submissions

159. View Completed PES  
Submissions

160. View Completed PES  
Submissions

161. View Completed PES  
Submissions

162. View Completed PES  
Submissions

163. View Completed PES  
Submissions

164. View Completed PES  
Submissions

165. View Completed PES  
Submissions

166. View Completed PES  
Submissions

167. View Completed PES  
Submissions

168. View Completed PES  
Submissions

## I. PES Submission - Centre

### Child's Attitude Towards School Work & Positive Peer Relationships

Year: 2007

Centre Code: A00021

Centre Name: UW Student Care Centre

Number of Checklists completed: 100

Instructions: Please enter figures up to 2 decimal places

#### 1) Child is attentive & willingly engages in supervised study at the SCC - item (a)

Always (%)	Often (%)	Occasionally (%)	Seldom (%)	Never (%)	Total (%)
40.9	38	20	1.1	0	100

#### 2) Child completes his / her homework on time - item (b)

Always (%)	Often (%)	Occasionally (%)	Seldom (%)	Never (%)	Total (%)
50	30	20	0	0	100

#### 3) Child remains optimistic about his ability despite making mistakes - item (c)

Always (%)	Often (%)	Occasionally (%)	Seldom (%)	Never (%)	Total (%)
55.19	42.94	1.87	0	0	100

4

Total (%)
100

#### 4) Child is cooperative and helpful to other children - item (d)

Always (%)	Often (%)	Occasionally (%)	Seldom (%)	Never (%)	Total (%)
100	0	0	0	0	100

#### 5) Child is eager to interact and invites others to play - item (e)

Always (%)	Often (%)	Occasionally (%)	Seldom (%)	Never (%)	Total (%)
0	50	50	0	0	100

#### 6) Child participates actively during activities - item (f)

Always (%)	Often (%)	Occasionally (%)	Seldom (%)	Never (%)	Total (%)
10	80	10	0	0	100

5

 Back

Save

Submit

Reset

 Up

If you encounter any problem with the e-Service, please contact us at 1800-2585812, or [email us](#).

- 3) Ensure that the total percentage for each observation add up to 100% or you will receive an error message, “*The percentages entered for item (x) do not add up to 100%*” and you will not be able to save the changes made.
- 4) Enter a “0” for empty fields as shown or the system will not be able to tabulate the total and you may not proceed to save or submit.
- 5) Click “Save” to save the data and you will receive this message, “*Supplied Data Captured Successfully*” at the top of the page. Click “Submit” to send the data to MSF and you will automatically proceed to the next portion of the PES Submission - “Client Satisfaction Survey (Parents)”.

#### Useful System Features:

- Click  “Back” to return to the previous page on “Centre’s Enrolment as at July”.
- Click  “Top” to go to the beginning of the screen. Click “Reset” to undo all the fields back to its original value before any changes.

## D) Client Satisfaction Survey (Parents)

This webpage will allow you to inform MSF on the number of parent feedback forms which your centre has received and the results for each observation.

### How to Submit the Client Satisfaction Survey (Parents):

- 1) Enter the number of checklist(s) completed. The “Number of checklists completed” field cannot be left blank or you will receive an error message, “Number of checklist cannot be blank”.
- 2) Collate all the checklists and key in the percentage for the different observations as well as the remarks by the parents (up to 2 decimal places).

**II. PES Submission - Parents**

**Client Satisfaction Survey (Parents)**

Year: 2007  
Centre Code: A00021  
Centre Name: UVW Student Care Centre

1. Number of Checklists completed:

Instructions: Please enter figures up to 2 decimal places

**(1) Centre's ability to meet need for care arrangements - item (a)**

Strongly Agree (%)	Agree (%)	Disagree (%)	Strongly Disagree (%)	Total (%)
<input type="text" value="0"/>				

**(2) Facilities of Centre - item (b)**

Very Satisfied (%)	Satisfied (%)	Dissatisfied (%)	Very Dissatisfied (%)	Total (%)
<input type="text" value="0"/>				

**(3) Activities of Centre - item (c)**

Very Satisfied (%)	Satisfied (%)	Dissatisfied (%)	Very Dissatisfied (%)	Total (%)
<input type="text" value="0"/>				

**(4) Overall satisfaction level - item (d)**

Very Satisfied (%)	Satisfied (%)	Dissatisfied (%)	Very Dissatisfied (%)	Total (%)
<input type="text" value="0"/>				

**Remarks By Parents**

4000

[Save](#) [Submit](#) [Reset](#)

If you encounter any problem with the e-Service, please contact us at 1800-2585812, or [email us](#).

- 3) Ensure that the total percentage for each observation add up to 100% or you will receive an error message, “The percentages entered for item (x) do not add up to 100%” and you will not be able to save the changes made.
- 4) Enter a “0” for empty fields as shown or the system will not be able to tabulate the total and you may not proceed to save or submit.
- 5) Click “Save” to save the data and you will receive this message, “Supplied Data Captured Successfully” at the top of the page. Click “Submit” to send the data to MSF and you will automatically proceed to the next portion of the PES Submission - “Client Satisfaction Survey (Students)”.

## II. PES Submission - Parents

### Client Satisfaction Survey (Parents)

Year: 2007

Centre Code: A00021

Centre Name: UVW Student Care Centre

Number of Checklists completed: 150

Instructions: Please enter figures up to 2 decimal places

#### (1) Centre's ability to meet need for care arrangements - item (a)

Strongly Agree (%)	Agree (%)	Disagree (%)	Strongly Disagree (%)	Total (%)
78.54	21.46	0	0	100

3

**IMPT:**  
The percentages for each observation must add up to 100%.

#### (2) Facilities of Centre - item (b)

Very Satisfied (%)	Satisfied (%)	Dissatisfied (%)	Very Dissatisfied (%)	Total (%)
50	50	0	0	100

4

#### (3) Activities of Centre - item (c)

Very Satisfied (%)	Satisfied (%)	Dissatisfied (%)	Very Dissatisfied (%)	Total (%)
100	0	0	0	100

#### (4) Overall satisfaction level - item (d)

Very Satisfied (%)	Satisfied (%)	Dissatisfied (%)	Very Dissatisfied (%)	Total (%)
10	60	25	5	100

#### Remarks By Parents

Centre is well maintained.

This is a counter that shows the number of characters remaining for you to enter your remarks.  
Maximum number of characters allowed is 4000.

3974

5

Back

Save Submit Reset

Up

If you encounter any problem with the e-Service, please contact us at 1800-2585812, or [email us](#).

## E) Client Satisfaction Survey (Students)

This webpage will allow you to inform MSF on the number of student feedback forms which your centre has received and the results for each observation.

### How to Submit the Client Satisfaction Survey (Students):

- 1) Enter the number of checklist(s) completed. The “Number of checklists completed” field cannot be left blank or you will receive an error message, “*Number of checklist cannot be blank*”.
- 2) Collate all the checklists and key in the percentage for the different observations as well as the remarks by the children (up to 2 decimal places).
- 3) Ensure that the total percentage for each observation add up to 100% or you will receive an error message, “*The percentages entered for item (x) do not add up to 100%*” and you will not be able to save the changes made.
- 4) Enter a “0” for empty fields as shown or the system will not be able to tabulate the total and you may not proceed to save or submit.

### III. PES Submission - Students

**Student Care Centre Network**

**Enrolment and Student Care Fee Assistance Scheme**

- [Centre's Enrolment as at January](#)

**Programme Evaluation System (PES)**

- [Table 1 - Centre's Enrolment as at July](#)
- [Checklist](#)
- [Client Satisfaction Survey \(Parents\)](#)
- [Client Satisfaction Survey \(Students\)](#)
- [View Completed PES Submissions](#)

[Exit Survey](#)

**Client Satisfaction Survey (Students)**

Year: 2007

Centre Code: A00021

Centre Name: UW Student Care Centre

**1** Number of Checklists completed:

Instructions: Please enter figures up to 2 decimal places

(1) General - item (a)	Yes(%)	No(%)	Total(%)
Do you like to attend the Student Care Centre?	80	20	100

(2) Facilities of Centre - item (b)	Yes(%)	No(%)	Total(%)
Do you like the following ?			
(i) Cleanliness of the Centre	88.64	11.36	100
(ii) Teachers in the Centre	70	30	100
(iii) Friends in the Centre	54.45	45.55	100
(iv) Food in the Centre	64.2	35.8	100
(v) Materials used for indoor activities / enrichment / relaxing	80	20	100
(vi) Activities organised by the Centre	100	0	100

**4** **3**

**IMPT:**

The percentages for each observation must add up to 100%.

- 5) Click “Save” to save the data and you will receive this message, “*Supplied Data Captured Successfully*” at the top of the page. Click “Submit PES” to submit the survey to MSF.

#### Note:

*Please ensure that you have saved all your changes and/or submitted the PES findings before you exit.*

Pg 17

### III. PES Submission - Students

**Client Satisfaction Survey (Students)**

Year: 2007  
Centre Code: A00021  
Centre Name: UWW Student Care Centre

1 Number of Checklists completed: 186

Instructions: Please enter figures up to 2 decimal places

(1) General - item (a)		Yes(%)	No(%)	Total(%)
Do you like to attend the Student Care Centre?		80	20	100

(2) Facilities of Centre - item (b)		Yes(%)	No(%)	Total(%)
Do you like the following ?				
(i) Cleanliness of the Centre		88.64	11.36	100
(ii) Teachers in the Centre		70	30	100
(iii) Friends in the Centre		54.45	45.55	100
(iv) Food in the Centre		64.2	35.8	100
(v) Materials used for indoor activities / enrichment / relaxing		80	20	100
(vi) Activities organised by the Centre		100	0	100

3

4

**(3) List the activities that have helped you the most - item (c)**

List the activities that have helped you the most

3951

**IMPT:**  
The percentages for each observation must add up to 100%.

**(4) What do you like most about the Centre - item (d)**

What do you like most about the Centre

3962

5

**(5) What are some areas that you would like the centre to improve - item (e)**

What are some areas that you would like the centre to improve

3939

This is a counter that shows the number of characters remaining for you to enter your remarks.  
Maximum number of characters allowed is 4000.

**Save** **Submit PES** **Reset**

- 6) Once your submission is accepted by the system, you will receive the message, “*Data was captured successfully. Thank you for submitting your PES form.*”
- 7) Click on the “Year” (which is a hyperlink) to view the completed PES submission.

#### IV. PES Submission - Completed

Data captured successfully. Thank you for submitting your PES form.

##### Client Satisfaction Survey

Year: 2007

Centre Code: A00021

Centre Name: UWW Student Care Centre

##### [View All Completed PES Submission](#)

S.No.	Centre Code	Centre Name	Year	Submission Date
1	A00021	UWW Student Care Centre	<a href="#">2006</a>	06/06/2007
2	A00021	UWW Student Care Centre	<a href="#">2007</a>	21/08/2007



If you encounter any problem with the e-Service, please contact us at 1800-2585812, or [email us](#).

8) To print out a copy of the PES submission, click on the “Printer-friendly” link and it will open up the PES submission in a new window where you can proceed to print.

8

[Printer Friendly](#)

##### Programme Evaluation System (PES)

##### Client Satisfaction Survey

Year: 2006

Centre Code: A00021

Centre Name: UWW Student Care Centre

#### I. PES Submission - Centre

##### Child's Attitude Towards School Work & Positive Peer Relationships

Number of Checklists completed: 0

##### 1) Child is attentive & willingly engages in supervised study at the SCC - item (a)

Always (%)	Often (%)	Occasionally (%)	Seldom (%)	Never (%)
0	0	0	100	0

##### 2) Child completes his / her homework on time - item (b)

Always (%)	Often (%)	Occasionally (%)	Seldom (%)	Never (%)
0	0	100	0	0

## F) View and Print Completed PES Submissions

This webpage will allow you to view and print all the completed PES submissions for the current or previous years that your centre has submitted.

- 1) Click on the “View Completed PES Submissions” on the left side of the menu bar, to see all your previous PES submissions.
- 2) If you have not submitted any PES returns, you will see the message, “*No Records Found*”.

**Student Care Centre Network**

**Enrolment and Student Care Fee Assistance Scheme**

- [Centre's Enrolment as at January](#)

**Programme Evaluation System (PES)**

- [Table 1 - Centre's Enrolment as at July](#)
- [Checklist](#)
- [Client Satisfaction Survey \(Parents\)](#)
- [Client Satisfaction Survey \(Students\)](#)
- [View Completed PES Submissions](#)

[Exit Survey](#)


[Terms and Conditions](#) | [Help](#)

**View All Completed PES Submission**

S.No.	Centre Code	Centre Name	Year	Submission Date
2		No records found.		

If you encounter any problem with the e-Service, please contact us at 1800-2585812, or [email us](#).

- 3) After you have submitted your PES findings for the current year, the list of all the completed PES submissions will appear on the screen. Click on the “Year” (a hyperlink) which you wish to view the submission.

**Student Care Centre Network**

**Enrolment and Student Care Fee Assistance Scheme**

- [Centre's Enrolment as at January](#)

**Programme Evaluation System (PES)**

- [Table 1 - Centre's Enrolment as at July](#)
- [Checklist](#)
- [Client Satisfaction Survey \(Parents\)](#)
- [Client Satisfaction Survey \(Students\)](#)
- [View Completed PES Submissions](#)

[Exit Survey](#)



**IV. PES Submission - Completed**

Data captured successfully. Thank you for submitting your PES form.

**Client Satisfaction Survey**

Year: 2007  
Centre Code: A00021  
Centre Name: UWV Student Care Centre

**View All Completed PES Submission**

S.No.	Centre Code	Centre Name	Year	Submission Date
1	A00021	UWV Student Care Centre	<a href="#">2006</a>	06/06/2007
2	A00021	UWV Student Care Centre	<a href="#">2007</a>	21/08/2007

If you encounter any problem with the e-Service, please contact us at 1800-2585812, or [email us](#).

4

**Student Care Centre Network**

**Enrolment and Student Care Fee Assistance Scheme**

- [Centre's Enrolment as at January](#)

**Programme Evaluation System (PES)**

1. [Table 1 - Centre's Enrolment as at July](#)
2. [Checklist](#)
3. [Client Satisfaction Survey \(Parents\)](#)
4. [Client Satisfaction Survey \(Students\)](#)
5. [View Completed PES Submissions](#)

**5**

[Exit Survey](#)

Printer Friendly

**Programme Evaluation System (PES)**

**Client Satisfaction Survey**

Year: 2007

Centre Code: A00021

Centre Name: UVW Student Care Centre

**I. PES Submission - Centre**

**Child's Attitude Towards School Work & Positive Peer Relationships**

Number of Checklists completed: 100

**1) Child is attentive & willingly engages in supervised study at the SCC - item (a)**

Always (%)	Often (%)	Occasionally (%)	Seldom (%)	Never (%)
40.9	38	20	1.1	0

**2) Child completes his / her homework on time - item (b)**

Always (%)	Often (%)	Occasionally (%)	Seldom (%)	Never (%)
50	30	20	0	0

**3) Child remains optimistic about his ability despite making mistakes - item (c)**

Always (%)	Often (%)	Occasionally (%)	Seldom (%)	Never (%)
55.19	42.94	1.87	0	0

**4) Child is cooperative and helpful to other children - item (d)**

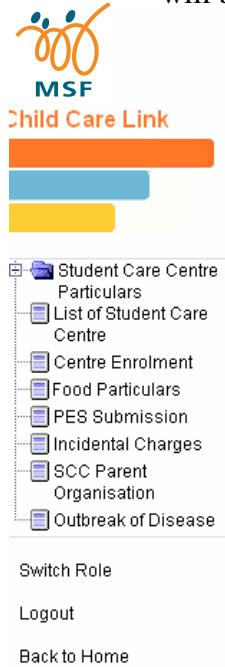
Always (%)	Often (%)	Occasionally (%)	Seldom (%)	Never (%)
100	0	0	0	0

- 4) Click on the “Printer-Friendly” link (at the top of the page) and it will open up in another window for you to print.
- 5) Click “Exit Survey” to exit the system. You will return to the operator log-in screen.

## Declaration of Food Particulars

### Procedure

- 1) Click on ‘Food Particulars’. On the main menu, enter your centre name, select your centre code and click “Query”.
- 2) Select only 1 category from the type of food served. Click “Submit”. Once submission is accepted by the system it will show “supplied data captured successfully”.
- 3) Enter your centre code and click “Query”. Click on hyperlinked centre name. The new menu will be displayed.



#### Declaration of Food Particulars

[Terms and Conditions](#) | [Help](#)

Note: You can select only one category.

Centre Code	002/1995
Centre Name	PCF Telok Blangah Student Care Centre
Last Updated Date	14/10/2009
Food Served	
<input checked="" type="radio"/>	Halal Food With Beef (with Certification from MUIS)
<input type="radio"/>	Halal Food With No Beef (with Certification from MUIS)
<input type="radio"/>	No Pork No Lard With Beef (without Certification from MUIS but from Halal sources)
<input checked="" type="radio"/>	No Pork No Lard With No Beef (without Certification from MUIS but from Halal sources)
<input type="radio"/>	No Pork No Lard With Beef (with Certification from MUIS)
<input type="radio"/>	No Pork No Lard With No Beef (with Certification from MUIS)
<input type="radio"/>	Vegetarian
<input type="radio"/>	Any other Type of Food Served (Please specify, eg. pork) <input type="text"/>

Back

Up

If you encounter any problem with the e-Service, please contact us at 1800-2585812, or [email us](#).

## Declaration of Incidental Charges

### Procedure

- 1) Click on ‘Incidental Charges’. On the main menu, enter your centre name, select your centre code and click “Query”.
- 2) Enter details of incidental charges. Then click on “Add Incidental Charges”.

MSF Child Care Link

Student Care Centre Particulars  
List of Student Care Centre  
Centre Enrolment  
Food Particulars  
PES Submission  
Incidental Charges  
SCC Parent Organisation  
Outbreak of Disease

Switch Role

Logout

Back to Home

S.No.	Type	Frequency	Amount S\$ (without GST)	Amount S\$ (with GST)	Date of Submission (dd/mm/yyyy)	
1	T-shirt	1	10		14/10/2009	<input type="checkbox"/>

[Check All](#) [Clear All](#)

[Delete](#)

Check the Records to be Deleted

- 3) Once submission is accepted by the system it will show “Supplied data captured successfully”. New incidental charges will be displayed.

# How to Report an Outbreak of Communicable /Infectious Disease

## Important Note:

- a) Please refer to the Ministry of Health's Communicable Disease Chart for reference.
- b) Use the MSF "Inspection Checklist on Health and Hygiene Inspection of Student Care Centres". A copy of the self-assessment checklist should be kept for inspection by MCYS officer during health check.
- c) Download the notification form for reporting of cases of outbreak to MOH and MSF by clicking on the Disease Control Branch, MOH Form A and Form B.
- d) Infected children are to return to the centre only after a registered medical practitioner has certified that the child is medically fit to return to the centre.

## Procedure:

- 1) Select "Centre Particulars" module.
- 2) Choose "Outbreak of Disease"
- 3) Key in the centre code.
- 4) If there are new cases of outbreak to report, click "Add" to fill out required information. The fields are mandatory. Click "Save" upon completion.

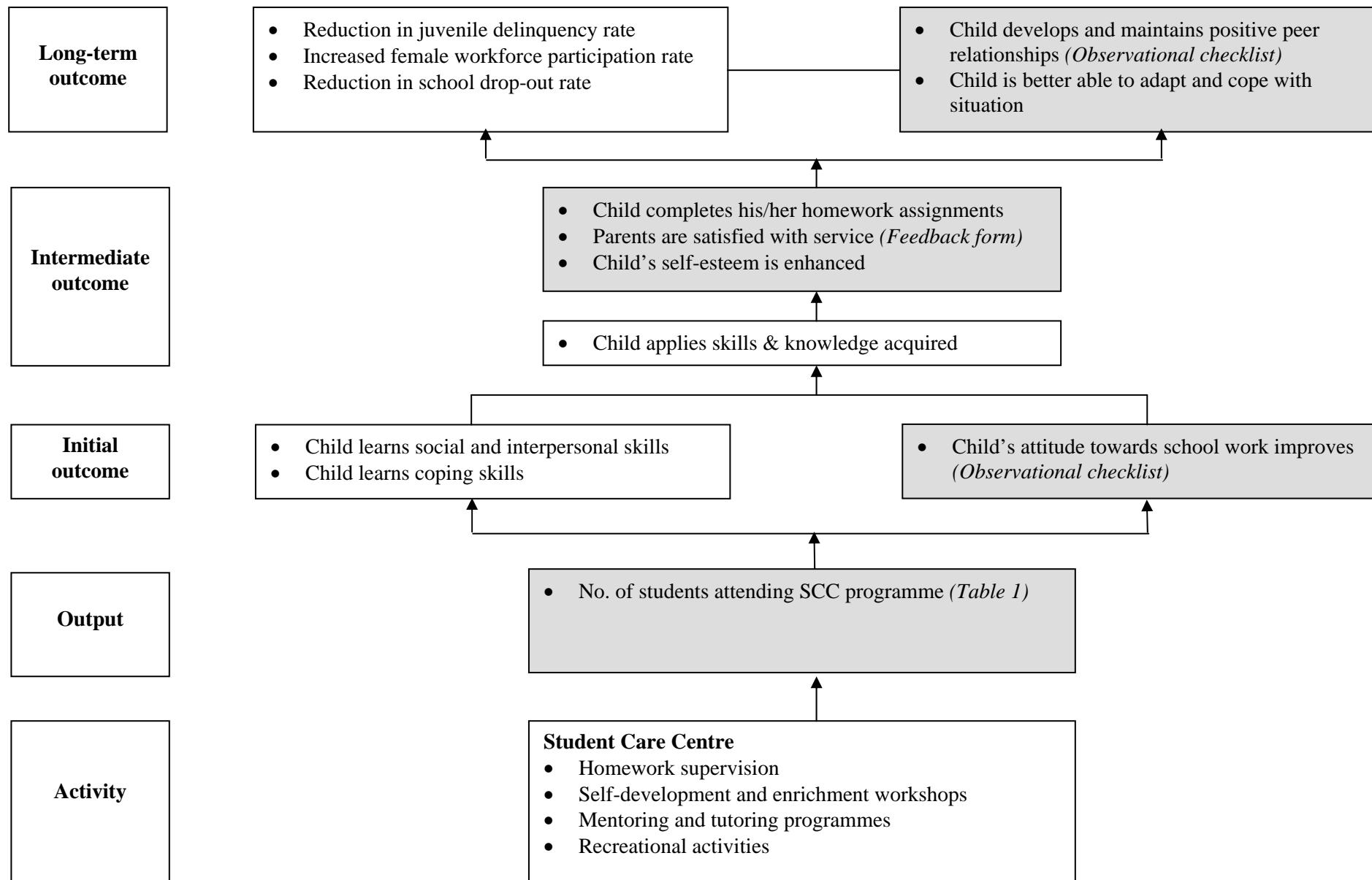
The screenshot shows the MSF Child Care Link software interface. The left sidebar contains a navigation menu with options like Masters List, Student Care Centre Particulars, Centre Enrolment, Food Particulars, PES Submission, Incidental Charges, SCC Parent Organisation, Application for Change in Centre Particulars, and Outbreak of Disease. The main content area is titled 'Outbreak of Disease' and includes links for 'Report on new/closure of outbreak at centre.', 'Instructions on how to use the form.', 'Download MCYS Checklist.', 'Download MOH Guidelines for Prev. & Control of Infectious Diseases.', and 'Download SOP for HFMD during endemic phase.' Below these links, it says 'This form will take you 10 minutes to complete.' and 'Note: The fields marked \* are mandatory.' The 'Outbreak of Disease' form itself has fields for Centre Code (008/2001), Centre Name (Ananias Centre (Clementi)), Capacity (150), and two mandatory fields for Name of Informant and Designation of Informant. The 'Outbreak of Disease - Details' section contains fields for Type of Disease (dropdown menu), Other Disease (text input), No. of New Cases as at (text input with placeholder '(e.g. 20/11/2000) Cases'), Present Enrolment (text input), Children Attendance (text input), Onset of illness of the first case (text input with placeholder '(e.g. 20/11/2000)'), No. of children infected (text input), and No. of staff infected (text input). The 'Centre Population and Infected Children Population' section has a table with columns for Class, No. of Children Enrolled (Male and Female), and No. of Children Infected (Male and Female). The bottom of the screen shows a footer with 'Application for Change in Centre Particulars', 'Local intranet | Protected Mode: On', and a search icon.

- 5) If you want to view previous submission, click on “Query”, followed by choosing the centre code hyperlink.
- 6) If the outbreak of reported cases is over, you have to retrieve the previous record and fill out “Follow-up Action”. Click “Save”.
  - a) This field is to be filled up only when all cases reported on that particular records have returned.

For example, if 2 cases are reported on 20/11/2009, and 3 more cases reported on 21/11/2009, fill out the “Follow-Up Action” of the first record dated 20/11/2009 when the 2 children have returned. Subsequently, fill out the same field of the second record dated 21/11/2009 when the 3 children have returned.

- 7) After completing the “Follow-Up Action”, ensure all information are correct and click ”Save”

## Logic Model for Student Care Centre Programme



**Table 1 – Centre's Enrolment**

Enrolment as at: \_\_\_\_\_ (Month) \_\_\_\_\_ (Year)

**Please fill up the table below to update your current year's enrolment.**

Age Group	Enrolment		Total
	AM	PM	
Primary 1			
Primary 2			
Primary 3			
Primary 4			
Primary 5			
Primary 6			
Secondary 1			
Secondary 2			
Child with Special Needs			
Others, pls specify: _____			
<b>Total</b>			
Administrator of Student Care Fee Assistance Scheme (SCFA) by Community Development Councils (CDC) & MSF	<input type="checkbox"/> YES <input type="checkbox"/> NO If Yes, please indicate the number of students receiving SCFA: _____		
Average Monthly Student Care Programme Fee (without GST)	\$ _____		
Please share with us the schools where your student care centre children are attending.			
1) _____			
2) _____			
3) _____			
4) _____			

**INSTRUCTION FOR ANNEX C & C1:  
CHECKLIST - CHILD'S ATTITUDE TOWARDS SCHOOL WORK &  
POSITIVE PEER RELATIONSHIPS**

- 1) The staff in charge of the group will observe the attitude and behaviour of each child under his/her care according to the different statements in the checklist (Annex C).
- 2) The staff will have to complete the checklist together with individual child and record his / her observations on the checklist.
- 3) The staff has to use one checklist for each child and he / she can write down the child's name on the checklist for centre's information.
- 4) The staff will then submit all the completed checklists to the centre supervisor/ operator for collation.
- 5) The centre supervisor / operator will collate all the individual checklists and complete the observational checklist (Annex C1) before logging into the Student Care Centre Network to submit the findings on-line.

6) Calculating the percentage of returns:

E.g. Centre has 100 completed checklists of which, for Question 1, the collated returns are as follows:

- 50 for "Always"
- 30 for "Often"
- 20 for "Occasionally"

7) Formula for calculating the percentage:

$$\frac{\text{No of responses for that particular variable (for each observation)}}{\text{Total number of responses / checklists}} \times 100\%$$

- To calculate the percentage for "Always", you take  $50/100 \times 100\% = 50\%$
- To calculate the percentage for "Often", you take  $30/100 \times 100\% = 30\%$
- To calculate the percentage for "Occasionally", you take  $20/100 \times 100\% = 20\%$

**Note:** Supervisor has to ensure that the total percentage for each observation has to add up to 100%.

**CHECKLIST - CHILD'S ATTITUDE TOWARDS SCHOOL WORK &  
POSITIVE PEER RELATIONSHIPS**

*Always*      *Often*      *Occasionally*      *Seldom*      *Never*

**Behavior and attitude towards study**

1 Child is attentive & willingly engages in supervised study at the SCC	<input type="checkbox"/>				
2 Child completes his / her homework on time	<input type="checkbox"/>				
3 Child remains optimistic about own ability despite making mistakes	<input type="checkbox"/>				

**Social interaction**

4 Child is cooperative and helpful to other children	<input type="checkbox"/>				
5 Child is eager to interact and invites others to play	<input type="checkbox"/>				
6 Child participates actively during activities	<input type="checkbox"/>				

**CENTRE'S OBSERVATIONAL CHECKLIST - CHILD'S ATTITUDE TOWARDS SCHOOL WORK & POSITIVE PEER RELATIONSHIPS**

No: of Checklists Completed: \_\_\_\_\_

(1) Child is attentive & willingly engages in supervised study at the SCC – Item (a)				
Always (%)	Often (%)	Occasionally (%)	Seldom (%)	Never (%)
(2) Child completes his / her homework on time – Item (b)				
Always (%)	Often (%)	Occasionally (%)	Seldom (%)	Never (%)
(3) Child remains optimistic about own ability despite making mistakes – Item (c)				
Always (%)	Often (%)	Occasionally (%)	Seldom (%)	Never (%)
(4) Child is cooperative and helpful to other children – Item (d)				
Always (%)	Often (%)	Occasionally (%)	Seldom (%)	Never (%)
(5) Child is eager to interact and invites others to play – Item (e)				
Always (%)	Often (%)	Occasionally (%)	Seldom (%)	Never (%)
(6) Child participates actively during activities – Item (f)				
Always (%)	Often (%)	Occasionally (%)	Seldom (%)	Never (%)

## **INSTRUCTION FOR ANNEX D & D1: CLIENT SATISFACTION SURVEY (PARENTS)**

- 1) Please make copies of the parent feedback form (Annex D) for each of your centre's parent to complete.
- 2) The staff in charge of the group will collect back the parent feedback form(s) from the children under his / her charge and submit them to the centre supervisor/ operator for collation.
- 3) The centre supervisor / operator will collate all the individual parent feedback form and complete the client satisfaction survey (parents) (Annex D1) before logging into the Student Care Centre Network to submit the findings on-line. (The parent feedback forms in Chinese, Malay and Tamil are available in Annex D-1 to D-3).
- 4) Calculating the percentage of returns:

E.g. Centre has 120 completed checklists of which, for Question 1, the collated returns are as follows:

- 10 for "Strongly Agree"
- 105 for "Agree"
- 5 for "Disagree"

- 5) Formula for calculating the percentage:

$$\frac{\text{No of responses for that particular variable (for each observation)}}{\text{Total number of responses / checklists}} \times 100\%$$

- To calculate the percentage for "Strongly Agree", you take  $10/120 \times 100\% = 8.33\%$
- To calculate the percentage for "Agree", you take  $105/120 \times 100\% = 87.5\%$
- To calculate the percentage for "Disagree", you take  $5/120 \times 100\% = 4.17\%$

**Note:** Supervisor has to ensure that the total percentage for each observation has to add up to 100%.

**STUDENT CARE CENTRE  
(PARENT FEEDBACK FORM)**

**Please help us improve our service to you by taking a few minutes to give us your feedback.  
Thank you.**

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**Please circle only ONE number for each question.**

1 - Strongly Agree      2 - Agree      3 - Disagree      4 - Strongly Disagree

**(1) The SCC programme has helped me with my care arrangement for my child.**      1      2      3      4

**(2) The facilities of the centre are adequate.**      1      2      3      4

**(3) The activities in the centre have contributed to my child's development.**      1      2      3      4

**(4) Overall, I am satisfied with the overall programmes of the centre.**      1      2      3      4

*If not, why not?*

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学生托管中心  
(家长意见反馈问卷)

感谢您抽出宝贵的时间回答这份问卷。您的意见，将协助我们提升学生托管中心的服务素质。

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请在您选择的答案上打圈，一道题只可打一个圈。

1 — 非常赞成

2 — 赞成

3 — 不赞成

4 — 非常反对

(1) 学生托管中心所提供的服务帮助我解决了看顾孩子的问题。 1 2 3 4

(2) 托管中心具备齐全的设施。 1 2 3 4

(3) 托管中心举办的活动帮助我的孩子成长。 1 2 3 4

(4) 总括来说，我满意托管中心编排的课程和节目。 1 2 3 4

若您不同意，请说明。

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## **PUSAT PENJAGAAN PELAJAR (BORANG MAKLUMBALAS DARI IBUBAPA)**

**Maklumbalas dari anda boleh membantu kami mempertingkatkan perkhidmatan yang diperuntukkan oleh Pusat Penjagaan Pelajar (PPP). Ribuan terima kasih kerana meluangkan masa untuk menjawab soalan-soalan di bawah.**

**Tolong bulatkan hanya SATU nombor untuk setiap soalan.**

1 – Sangat Bersetuju    2 – Bersetuju    3 – Tidak Bersetuju    4 – Sangat Tidak Bersetuju

(1)	<b>PPP telah menolong saya menyelesaikan masalah penjagaan anak saya.</b>	1	2	3	4
(2)	<b>Kemudahan dalam PPP mencukupi.</b>	1	2	3	4
(3)	<b>Aktiviti di PPP telah membantu anak saya dalam pembangunannya.</b>	1	2	3	4
(4)	<b>Keseluruhananya, saya gembira dengan program yang diberikan oleh PPP.</b>	1	2	3	4

*Kalau tidak, mengapa?*

## மாணவர் பராமரிப்பு நிலையம்

### (கருத்தறிதல் படிவம்)

தயைகூர்ந்து தங்கள் நேரத்தைச் சிறிது ஒதுக்கி, தங்கள் கருத்தினை எங்களுக்குத் தெரிவியுங்கள். இது எங்கள் சேவை தரத்தினை உயர்த்த எங்களுக்கு உதவும். நன்றி.

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தயைகூர்ந்து ஒவ்வொரு கேள்விக்கும் ஒர் எண்ணை மட்டும் வட்டமிடுக.

1.வழுவாக ஆமோதிக்கிறேன் 2.ஆமோதிக்கிறேன் 3.மறுக்கிறேன் 4.வழுவாக மறுக்கிறேன்

(a) மாணவர் பராமரிப்பு நிலையம் என் பின்னையைப் பராமரிப்பதில் 1 2 3 4 எனக்கு உதவி புரிந்துள்ளது.

(b) நிலையத்தில் உள்ள வசதிகள் போதுமானவையாக உள்ளன. 1 2 3 4

(c) நிலையத்தின் நடவடிக்கைகள் என் பின்னையின் வளர்ச்சிக்குத் துணை புரிந்துள்ளன. 1 2 3 4

(d) மொத்தத்தில், நிலையத்தின் நிகழ்ச்சிகள் எனக்குத் திருப்தி அளிக்கின்றன. 1 2 3 4

இதைத் தாங்கள் மறுத்தால், காரணம் கூறவும்

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**CLIENT SATISFACTION SURVEY (PARENTS)**

No: of Checklists Completed: \_\_\_\_\_

(1) Centre's ability to meet need for care arrangements – Item (a)			
Strongly Agree (%)	Agree (%)	Disagree (%)	Strongly Disagree (%)
(2) Facilities of Centre – Item (b)			
Very satisfied (%)	Satisfied (%)	Dissatisfied (%)	Very Dissatisfied (%)
(3) Activities of Centre – Item (c)			
Very satisfied (%)	Satisfied (%)	Dissatisfied (%)	Very Dissatisfied (%)
(4) Overall satisfaction level – Item (d)			
Very Satisfied (%)	Satisfied (%)	Dissatisfied (%)	Very Dissatisfied (%)
<b>Remarks by parents:</b>			

**INSTRUCTION FOR ANNEX E & E1:  
CLIENT SATISFACTION SURVEY (STUDENTS)**

- 1) Please make copies of the student feedback form (Annex E) for each of your centre's children.
- 2) The staff in charge of the group will collect the student feedback form(s) from the children under his / her charge and submit to the centre supervisor/ operator for collation.
- 3) The centre supervisor / operator will collate all the student feedback form(s) and complete the client satisfaction survey (students) (Annex E1) before logging into the Student Care Centre Network to submit the findings on-line.
- 4) Calculating the percentage of returns:

E.g. Centre has 185 completed checklists of which, for Question 1, the collated returns are as follows:

- 122 for "Yes"
- 63 for "No"

- 5) Formula for calculating the percentage:

*No of responses for that particular variable (for each observation)   X   100%*  
*Total number of responses / checklists*

- To calculate the percentage for "Yes", you take  $122/185 \times 100\% = 65.95\%$
- To calculate the percentage for "No", you take  $63/185 \times 100\% = 34.05\%$

**Note:** Supervisor has to ensure that the total percentage for each observation has to add up to 100%.

**STUDENT CARE CENTRE  
(STUDENT FEEDBACK FORM)**

**Please read the following questions and give us your feedback. Thank you.**

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**Please tick only ONE answer for each question.**

	<b>YES</b>	<b>NO</b>
(1) Do you like attending the Student Care Centre?	<input type="checkbox"/>	<input type="checkbox"/>
(2) Do you like the following?		
(i) Cleanliness of the Centre	<input type="checkbox"/>	<input type="checkbox"/>
(ii) Teachers in the Centre	<input type="checkbox"/>	<input type="checkbox"/>
(iii) Friends in the Centre	<input type="checkbox"/>	<input type="checkbox"/>
(iv) Food provided in the Centre	<input type="checkbox"/>	<input type="checkbox"/>
(v) Materials used for indoor activities / enrichment / relaxing	<input type="checkbox"/>	<input type="checkbox"/>
(vi) Activities organised by the Centre	<input type="checkbox"/>	<input type="checkbox"/>
(3) List the activities that have helped you the most.		

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(4) What do you like most about the Centre?

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(5) What are some areas that you would like the Centre to improve?

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**CLIENT SATISFACTION SURVEY (STUDENTS)**

No: of Checklists Completed: \_\_\_\_\_

<b>(1) General – Item (a)</b>		
<b>Question</b>	<b>Yes (%)</b>	<b>No (%)</b>
Do you like to attend the Student Care Centre?		
<b>(2) Facilities of Centre – Item (b)</b>		
<b>Question</b>	<b>Yes (%)</b>	<b>No (%)</b>
<i>Do you like the following?</i>		
(i) Cleanliness of the Centre		
(ii) Teachers in the Centre		
(iii) Friends in the Centre		
(iv) Food in the Centre		
(v) Materials used for indoor activities / enrichment / relaxing		
(vi) Activities organised by the Centre		
<b>(3) List the activities that have helped you the most – Item (c)</b>		
<b>(4) What do you like most about the Centre – Item (d)</b>		
<b>(5) What are some areas that you would like the centre to improve? – Item (e)</b>		